Emergent Library Roles in Improving Internal Search

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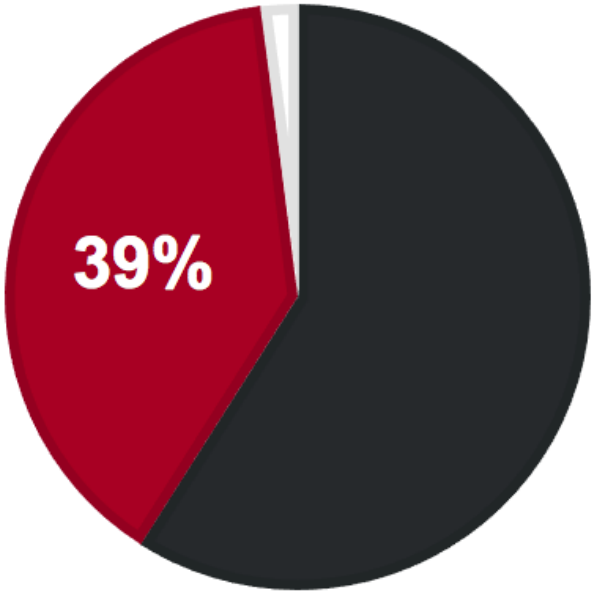
What is Internal Search?

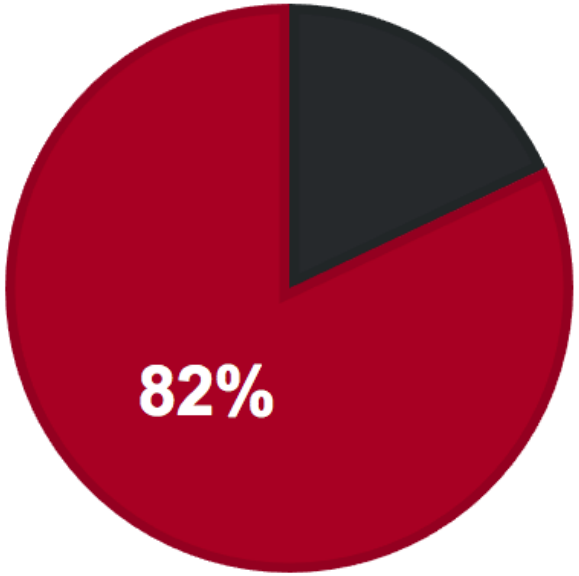
Enterprise (internal, intranet) search "enables employees to find all the information that the company possesses **without the need to know where the information is stored**." [1]

The “Curse” of Internal Search [2]



Findwise, 2015 [3]

No cross-repository search



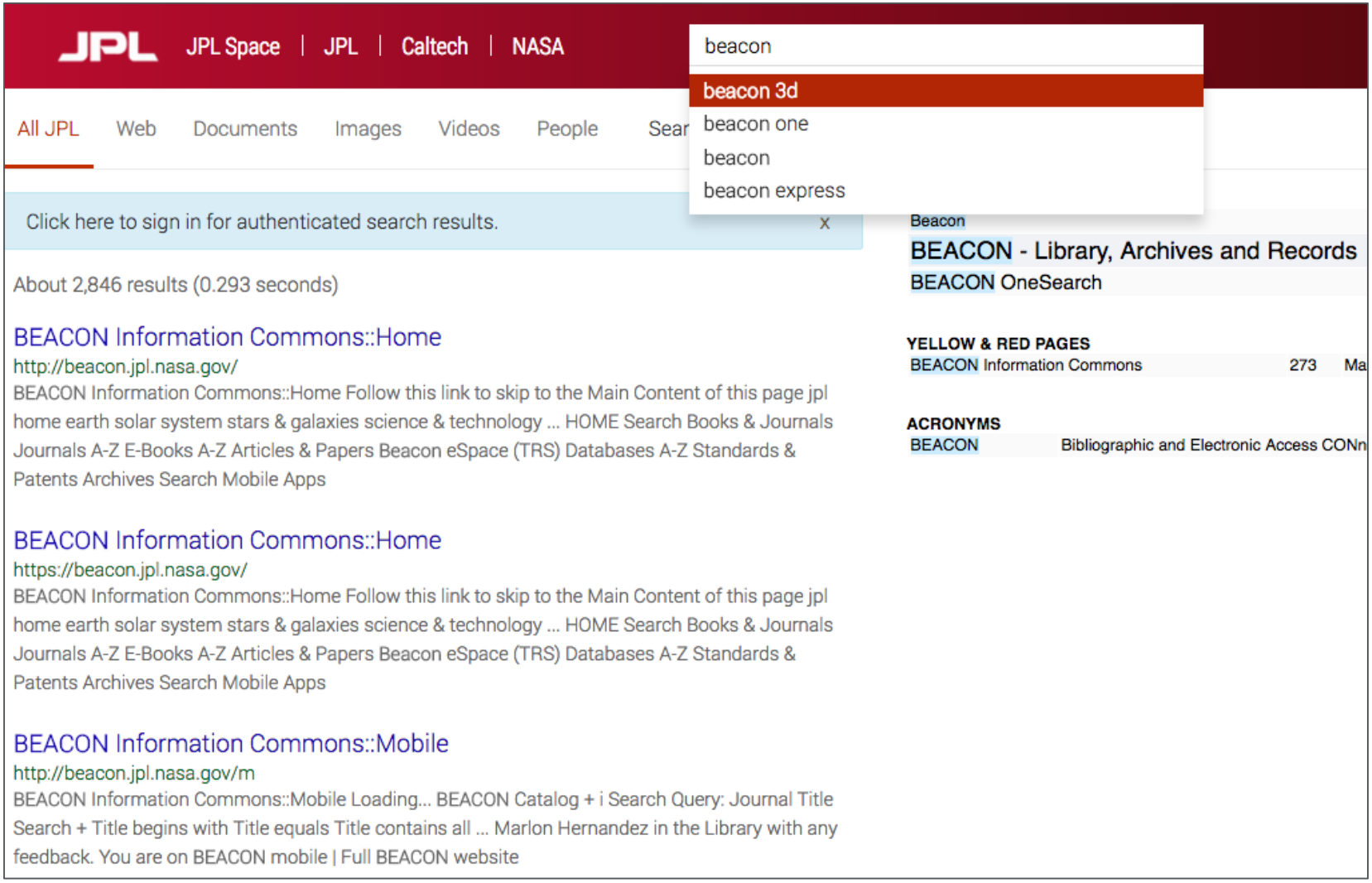
AIIM, 2014 [4]

No unified enterprise search

Enterprise Search at JPL

- About 5,000 knowledge workers
- Over 150 content repositories
- Elasticsearch engine for **JSearch** [5]
  - Open source, scalable, and customizable
  - Full-text indexing
  - Authenticated search
  - Supports faceted browsing
  - Only a fraction of repositories incorporated

JSearch Sample Page

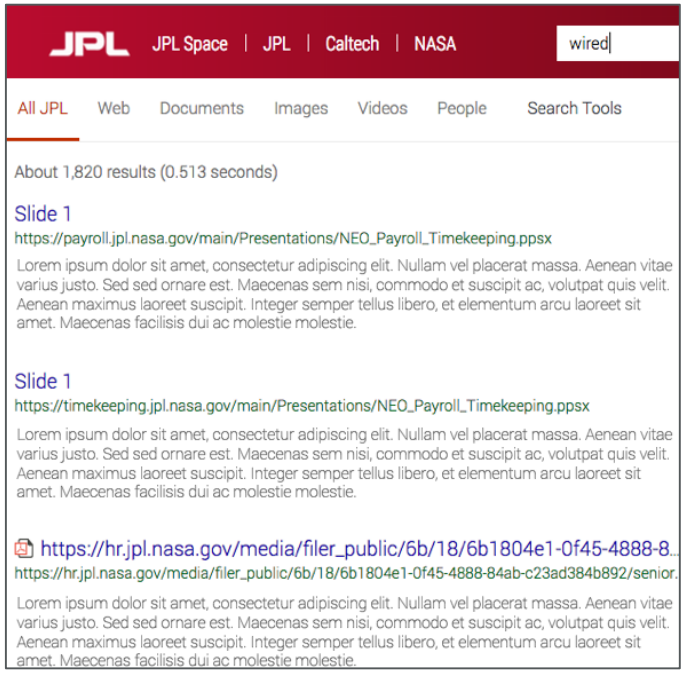


Problems with JSearch

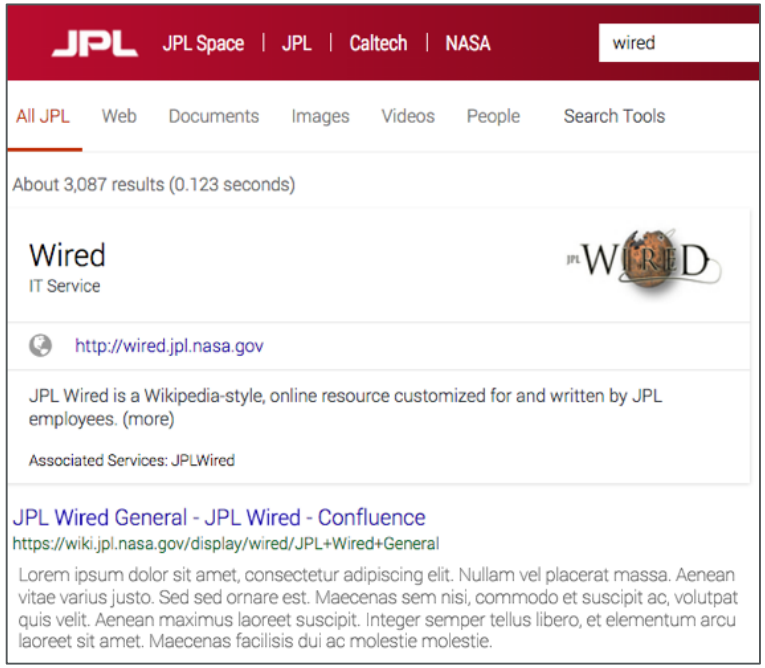
- Initially, relevance ranking of search results was poor.
- Users reported low confidence in and infrequent use of search system because of relevancy issues.
- Search results not “readable.”

Relevancy Problem? Curation Solution

Library curators able to **keymatch**, **boost**, and **delete** items directly in the JSearch index, and per user request.



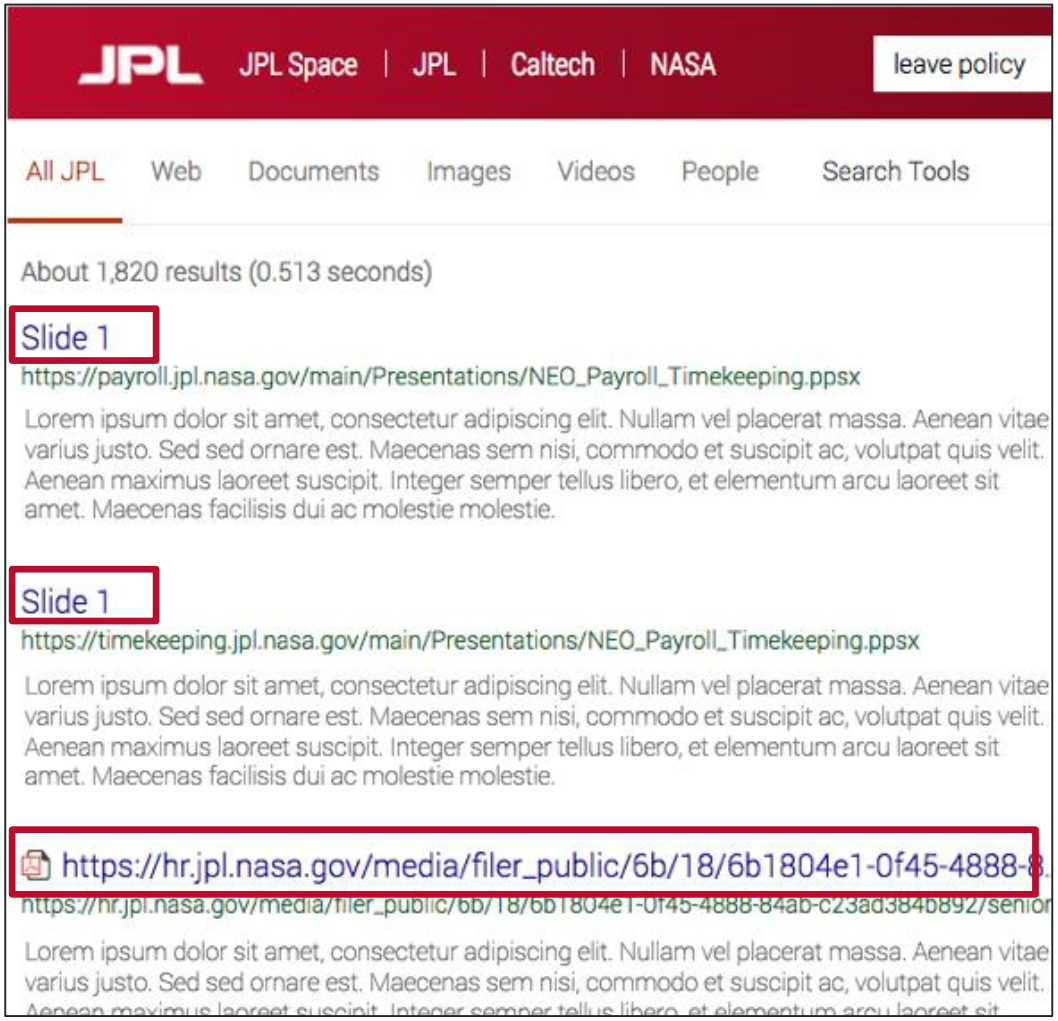
before curation
(**organic** relevance ranking)



after curation
(**manual** relevance ranking)

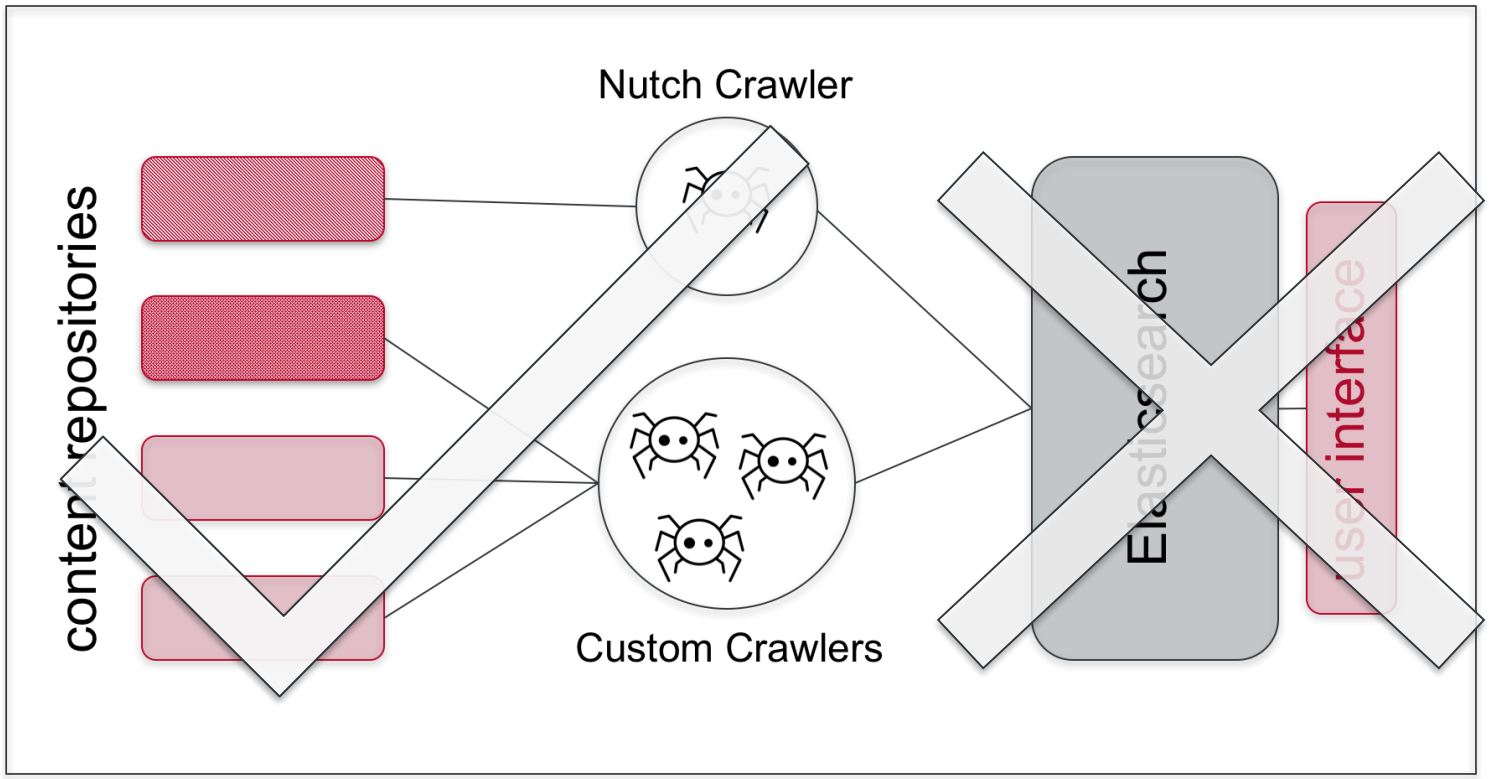
Lasting JSearch Problem: Poor Readability

Poor or missing content metadata makes even relevant content difficult to identify.



The Librarian Role

The most effective solutions may lie in **curating intranet content** (in addition to tweaking the search index.)



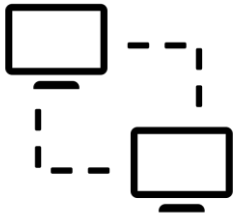
Emergency of the Library Role [6]

Data Deluge

Explosion of structured and unstructured data requires mediation and foresight.

User Expectation

“Why can’t it just work like Google?”



Good Technology

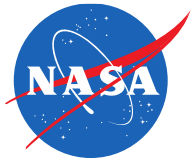
Commercial search solutions work perfectly in theory, less perfectly in reality.

Final Thoughts

Enterprise search needs YOU! [7]

Curate a better search system by cultivating a **librarian's approach to content management** within the organization.

Use the information management skills at our disposal to describe content consistently, realistically, and proactively.



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[1] White, Martin S. *Enterprise search*, 2nd ed., Sebastopol : O'Reilly Media, 2016.

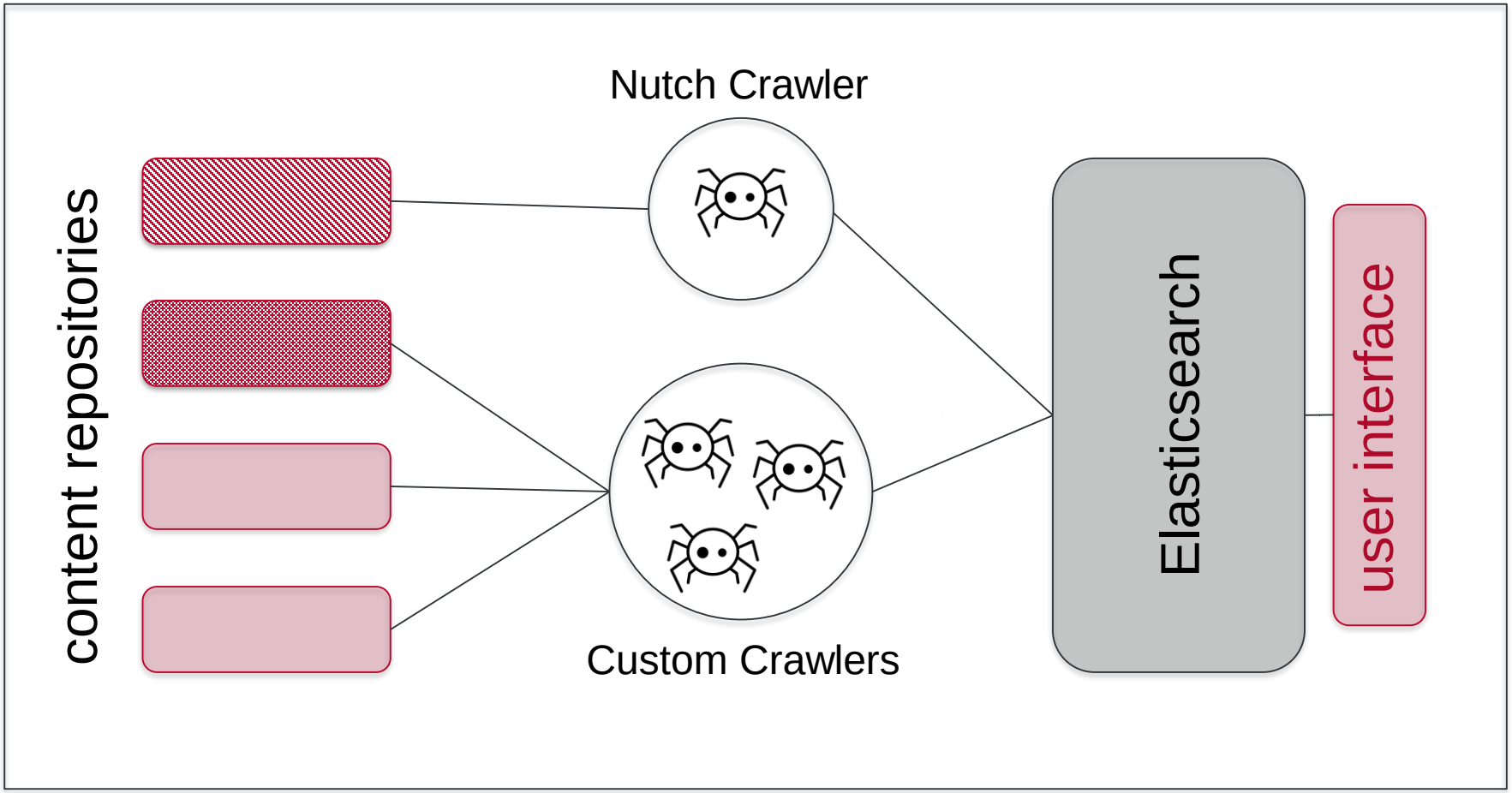
[2] Nichani, Maish. “The curse of enterprise search and how to break it,” *PebbleRoad* (blog), PebbleRoad Pte Ltd, May 14, 2013, http://www.pebbleroad.com/articles/curse-of-enterprise-search.

[3] Findwise. *Enterprise Search and Findability Survey 2015*, Sweden : Findwise AB, 2015.

[4] Miles, Doug. “Search and Discovery - Exploiting Knowledge, Minimizing Risk,” *AIIM Industry Watch,* Silver Spring, MD : AIIM The Global Community of Information Professionals, 2014.

[5] Elastic. “Elasticsearch – Search and Analyze Data in Real Time,” Amsterdam : Elasticsearch BV, 2016, https://www.elastic.co/products/elasticsearch.

[6] Kennedy, Mary L, and Jane Dysart. *Intranets for Info Pros*. Medford, N.J: Information Today, 2007.

[7] Lustigman, Allie. “Your Intranet Needs YOU: How Information Professionals Can Add Value to Intranets and Portals,” *Legal Information Management*, *15*(1), 57-60, Cambridge: Cambridge University Press, 2015.

JSearch Architecture